



OFFICE OF THE CITY ADMINISTRATOR



Edwin M. Lee, Mayor
Naomi Kelly, Acting City Administrator

MEMORANDUM:

To: The Honorable Edwin M. Lee
Acting City Administrator Naomi Kelly
Paul Henderson, Mayor's Office

From: Linda Yeung, Deputy City Administrator

Date: February 2, 2012

Subject: JUS.T.I.S. 2011 ACHIEVEMENTS

In March 2011, the Justice Tracking Information System (JUS.T.I.S.) program was transferred from the Department of Technology to the City Administrator's Office. As the executive sponsor, the City Administrator's Office serves as co-Chair of the JUSTIS Governance Council and a member of the JUSTIS Technical Steering Committee. The member departments on the Governance Council include: (1) Mayor's Office, (2) City Administrator's Office, (3) Adult Probation, (4) District Attorney, (5) Department of Emergency Management, (6) Juvenile Probation, (7) Police, (8) Public Defender, (9) Sheriff, (10) Department on the Status of Women, (11) San Francisco Superior Court, and (12) Department of Technology (non-voting member).

JUSTIS serves the public good by integrating all City and County of San Francisco ("CCSF") criminal justice agencies' case management systems and by replacing a 35+ year old mainframe CABLE CMS applications system. It will allow public safety departments to use a central data warehouse and data analysis applications to collect information for reporting to public, private and government stakeholders. The goal is to create a more efficient and effective criminal justice information system.

This report highlights the accomplishments of 2011. The program and projects within are prioritized with the goals agreed upon by Council – (1) production (or operation) of the mainframe and hub; (2) core applications (or development, i.e., case management systems); and (3) data requests and/or reports. Current resources devoted to the program are 5 filled positions with 3 vacancies. Aggressive recruitment has been and continues to be a priority.

Highlights:

- In March 2011, the 4 staff and 2 contractors maintained the mainframe and servers at One Market Plaza, with 2-4 blades on 1 chassis working, with a staffed project management office (PMO).
- In February 2012, the Program had:
 - **Significant Management Changes** – Mayor, City Administrator, Chief of Police, District Attorney, Sheriff, head of DEM, Chief Probation Officer, Chief Administrative Officer of Courts.
 - **Improved Communications** – instituted monthly reports from departments so that we were able to update the JUSTIS project plan with realistic time frames and deliverables. Developed a communication document for policy makers like the Board of Supervisors.

- **Transferred function** from DT to City Administrator's Office – physical move of staff from One South Van Ness to City Hall, management and financial controls changed. Completed an audit of grant with no significant findings. RFPs went out for additional project support; signed MOUs and agreements internally and externally.
- **Staffing** – hired 3 people, 2 internal promotions. Completed Police Dept background checks for staff. Now have 2 other active postings for hire.
- **Infrastructure and Hub support** – with DT's help: moved JUSTIS equipment from One Market Plaza to 200 Paul; upgraded from 2-4 blades on 1 chassis to 2 chassis with 14 blades each; regular backups; now looking at failover sites. Also expanded capacity on mainframe with subsequent move of mainframe from OMP to 200 Paul Street.
- **Police Dept** – assisted with Incident Systems Application connection to JUSTIS, developed and ran the process to assign proper BCS codes to arrest data to produce 2011 DOJ reports, working with Sheriff Dept and vendor on a joint bookings process.
- **Sheriff's Dept** – upgraded to 9x release of case management system resulting in significant and positive impact on HUB performance and also allows Police and Sheriff the opportunity to do single entry booking, kicked off record management system and mobile server systems; completed CLETS Audit
- **DOSW** – the Police to JUSTIS hub connection provides the data to allow us to work with DOSW on their reporting requirements, aggregate statistics, need to determine citywide sources and MOUs before the report will be completed.
- **District Attorney's Office** – subpoena module uses information from GIS at DEM and HR from Police Department; updating 120 charge codes received from the State in January. Now can discuss moving their case management system from their aging hardware to JUSTIS hardware.
- **Public Defender** – helped with vendor management and the Re-Entry Council request. Hub connection will be next after data extracts are validated.
- **Adult Probation** – changing case management vendors from Syscon to Northpointe. Great opportunity since the old case management system had limitations to what the department needs to do given the AB109 implementation. Assisted them with updating charge codes related to AB109. Will help them with their vendor meetings in March on system requirements.
- **Superior Courts** – significant budget challenges, but have weekly production meetings to validate their data requirements with JUSTIS as they migrate to CX2000.
- **Juvenile Probation** – re-engaged and looking at opportunities to share information with other agencies, i.e., Police Department.
- **Quality Of Life** – new project adopted by Council in 2011 – JUSTIS designed the front end interface, designed the solution so that the District Attorney, Courts, and Police can improve their business practices related to repeat offenders of "quality of life" offenses. Pending management direction before completion.
- **Challenges:** Only 5 City staff and 2 contractors developing new case management system connections and maintaining mainframe and existing hub connections 7 X 24. Need to manage expectations. Huge backlog of projects in the pipeline. Request to add new project regarding AB109 implementation. Potential public good, i.e., Domestic Violence (DV) community.